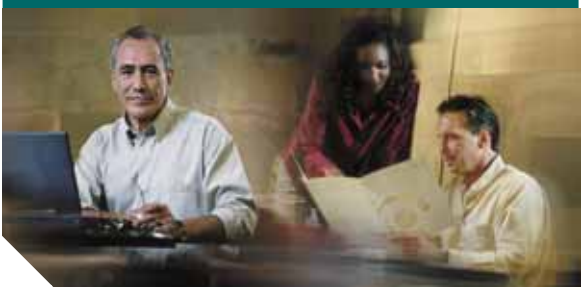
Phone Guide



Cisco Wireless IP Phone 7920 for Cisco CallManager

INCLUDING LICENSE AND WARRANTY

Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706 USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

Customer Order Number: DOC-7814564=
Text Part Number: 78-14564-03

CCSP, the Cisco Square Bridge logo, Cisco Unity, Follow Me Browsing, FormShare, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, Linksys, MeetingPlace, MGX, the Networkers logo, Networking Academy, Network Registrar, *Packet*, PIX, Post-Routing, Pre-Routing, ProConnect, RateMUX, Registrar, ScriptShare, SlideCast, SMARTnet, StrataView Plus, SwitchProbe, TeleRouter, The Fastest Way to Increase Your Internet Quotient, TransPath, and VCO are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0406R)

Cisco Wireless IP Phone 7920 for Cisco CallManager
Copyright © 2004 Cisco Systems, Inc. All rights reserved.

Contents

CHAPTER 1 **Getting Started** 1

How to Use this Guide 2

Safety and Performance Information 4

Battery Safety Notices 6

Accessories for the Cisco Wireless IP Phone 7920 9

Installing the Battery 10

Charging the Phone Battery 12

CHAPTER 2 **Overview of the Cisco Wireless IP Phone 7920** 15

Powering On the Phone 18

Main Screen and Display Indicators 19

Shortcut Keys for Phone Functions 20

Document Conventions 22

Using the Phone Menus 23

Setting the LEAP Username and Password 24

Setting the Username or Password 24

Entering and Editing Text 25

CHAPTER 3 **Basic Call Handling** 27
Placing Calls 27
Answering and Ending Calls 29
Muting Calls 29
Adjusting the Speaker Volume 30
Placing Calls on Hold 31
Transferring Calls 32
Making Conference Calls 33
Making Meet-Me Conference Calls 34
Forwarding Your Calls to Another Number 35

CHAPTER 4 **Using Advanced Call Features** 37
Parking and Retrieving Parked Calls 37
Redirecting a Ringing Call to Your Phone By Using Call PickUp 38
Understanding Shared Lines 39

CHAPTER 5 **Using the Phone Book and Speed Dial Features** 41
Using the Phone Book 41
Adding or Changing Entries in the Phone Book 42
Configuring Speed Dial Hot Keys 45

CHAPTER 6 **Using Voice Messaging and Call History Logs** 49
Playing Voice Messages 49
Viewing and Placing Calls from the Call History Menu 50

CHAPTER 7 **Using and Changing Profiles** 53

Options for Profile Settings 54

Configuring Profiles 55

CHAPTER 8 **Customizing Phone Settings and Viewing Phone Status** 59

Change Phone Settings 59

- Changing Ring Tone Settings 60
- Changing Phone Display Settings 61
- Changing Phone Access Settings 62

Viewing Phone Status 64

Cisco One-Year Limited Hardware Warranty Terms 65

CHAPTER

1

Getting Started

Before using your Cisco Wireless IP Phone 7920, make sure that the following items are in the box:

- Cisco Wireless IP Phone 7920
- Standard battery
- Power supply
- *Cisco Wireless IP Phone 7920 Guide*
- *Regulatory Compliance and Safety Information for the Cisco Wireless IP Phone 7920*
- *Cisco Wireless IP Phone 7920 Accessory Guide*

Inform your system administrator or supplier if any items are missing.

Note The radio frequency (RF) for this phone is configured for a specific regulatory domain. If you use this phone outside of its regulatory domain, the phone will not function properly, and you might violate local regulations.

How to Use this Guide

This guide provides you with an overview of the features that are available on your phone. For information about common tasks, refer to the following table. Contact your system administrator if you have problems or need more information about your phone.

If you want to...	Then...
Review safety information	See the "Safety and Performance Information" section on page 4.
Install the battery	See the "Installing the Battery" section on page 10.
Charge the battery	See the "Charging the Phone Battery" section on page 12.
Use your phone	Start with the "Overview of the Cisco Wireless IP Phone 7920" section on page 15.
Set LEAP password	See the "Setting LEAP Password" section on page 24.
Understand the phone screen	See the "Main Screen and Display Indicators" section on page 19.
Make calls	See the "Placing Calls" section on page 27.
Change the speaker volume	See the "Adjusting the Speaker Volume" section on page 30.

If you want to...	Then...
Put calls on hold	See the “Placing Calls on Hold” section on page 31.
Transfer calls	See the “Transferring Calls” section on page 32.
Mute calls	See the “Muting Calls” section on page 29.
Make conference calls	See the “Making Conference Calls” section on page 33.
Listen to voice messages	See the “Playing Voice Messages” section on page 49.
Set up speed dial	See the “Configuring Speed Dial Hot Keys” section on page 45.
Lock and unlock the phone	See the “Changing Phone Access Settings” section on page 62
Choose ring types for different conditions	See the “Configuring Profiles” section on page 55.
Set up a personal phone book	See the “Using the Phone Book” section on page 41.
Change ring tones	See the “Changing Ring Tone Settings” section on page 60.
Change phone display settings	See the “Changing Phone Display Settings” section on page 61.
Get information about phone accessories	See the “Accessories for the Cisco Wireless IP Phone 7920” section on page 9.

Safety and Performance Information

Before installing and using your phone Cisco Wireless IP Phone 7920 read the following safety notices.

Warning **This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device.**

Warning **Read the installation instructions before connecting the system to the power source.**

Warning **This equipment will not be able to access emergency services during a power outage because of reliance on utility power for normal operation. Alternative arrangements should be made for access to emergency services. Access to**

emergency services can be affected by any call-barring function of this equipment.

Warning The use of the Cisco Wireless IP Phone 7920 in hazardous environments such as areas where high levels of explosive gas may be present is not recommended. Check with the site safety engineer before using any type of wireless device in such an environment.

Warning The plug-socket combination must be accessible at all times, because it serves as the main disconnecting device.

Warning This product requires short-circuit (overcurrent) protection, to be provided as part of the building installation. Install only in accordance with national and local wiring regulations.

Battery Safety Notices

These battery safety notices apply to the batteries that are approved by the Cisco Wireless IP Phone 7920 manufacturer.

Warning **There is the danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.**

Warning **Do not dispose of the battery pack in fire or water. The battery may explode if placed in the fire.**

Caution The battery pack is intended for use only with this device.

Caution Do not disassemble, crush, puncture, or incinerate the battery pack.

Caution To avoid risk of fire, burns, or damage to your battery pack, do not allow a metal object to touch the battery contacts.

Caution Handle a damaged or leaking battery with extreme care. If you come in contact with the electrolyte, wash the exposed area with soap and water. If the electrolyte has come in contact with the eye, flush the eye with water for 15 minutes and seek medical attention.

Caution Do not charge the battery pack if the ambient temperature exceeds 104 degrees Fahrenheit (40 degrees Celsius).

Caution Do not expose the battery pack to high storage temperatures (above 140 degrees Fahrenheit, 60 degrees Celsius).

Caution When discarding a battery pack, contact your local waste disposal provider regarding local restrictions on the disposal or recycling of batteries.

Caution To obtain a replacement battery, contact your local dealer. Use only the batteries that have a Cisco part number.
Standard battery—CP-BATT-7920-STD
Extended use battery—CP-BATT-7920-EXT

Caution Only use the Cisco power supply that was provided with your phone. If you need to replace your power supply, refer to the list of Cisco part numbers.
North America—CP-PWR-7920-NA
Central Europe—CP-PWR-7920-CE
United Kingdom—CP-PWR-7920-UK
China—CP-PWR-7920-CN
Japan—CP-PWR-7920-JP

To see translations of the warnings that appear in this publication, refer to the *Regulatory Compliance and Safety Information for the Cisco Wireless IP Phone 7920* document that accompanied this product.

Accessories for the Cisco Wireless IP Phone 7920

The following phone accessories are available for your phone:

- Standard and extended batteries
- Power supplies for various regions
- Desktop charger
- Standard wired earphone
- Carrying cases

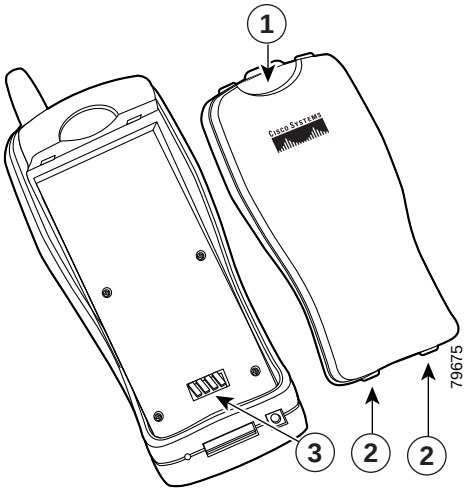
For a complete list of accessories, refer to the *Cisco Wireless IP Phone 7920 Accessory Guide* that is included in the phone box.

Installing the Battery

You must install and charge the battery before you can use the Cisco Wireless IP Phone 7920. To install or remove the battery, follow these steps.

1. To install the battery, insert the battery catches (as shown in Figure 1-1) in the corresponding slots at the bottom of the Cisco Wireless IP Phone 7920. Make sure that the metal contacts on the battery and the phone are facing each other.
2. Press the battery to the body of the phone until it locks into place.
3. To remove the battery, press down on the locking catch, then lift and remove the battery.

Figure 1-1 Installing and Removing the Battery



1	Locking catch—Press to release the battery.
2	Catches—Insert these into the slots near the bottom of the phone at battery installation.
3	Metal contact—Match the contact on the battery to the contact on the phone.

Charging the Phone Battery

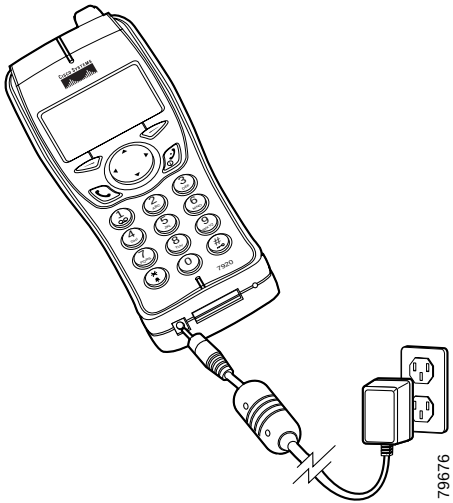
The Cisco Wireless IP Phone 7920 is powered by a rechargeable battery. To charge the battery, follow these steps:

1. Connect the cable from the power supply to the outlet in the phone.
2. Connect the power supply to an AC wall outlet as shown in Figure 1-2.

   If the phone is turned off, the screen displays the message, “Battery Charging.” When the battery is charged, “Charging Complete” displays.

   If the phone is turned on, the battery indicator bar blinks and displays the current power level. When the battery is charged, the indicator bar stops blinking.
3. When the battery is fully charged, disconnect the charger from the phone, and unplug the power cord from the AC wall outlet.

Figure 1-2 Charging the Phone Battery



Tips

- The phone detects when the battery power level is low and displays the warning message, “Battery Low” with the warning tone specified in your profile.

- The standard battery requires about 3.5 hours to become fully charged and provides up to 3.5 hours of active service time or 21 hours of standby time.
- The extended battery provides up to 4.25 hours of active service time or 30 hours of standby time. The battery becomes fully charged in about 4.5 hours. For more information about charging the battery, refer to the “Desktop Charger” section in the *Cisco Wireless IP Phone 7920 Accessory Guide*.

CHAPTER

2

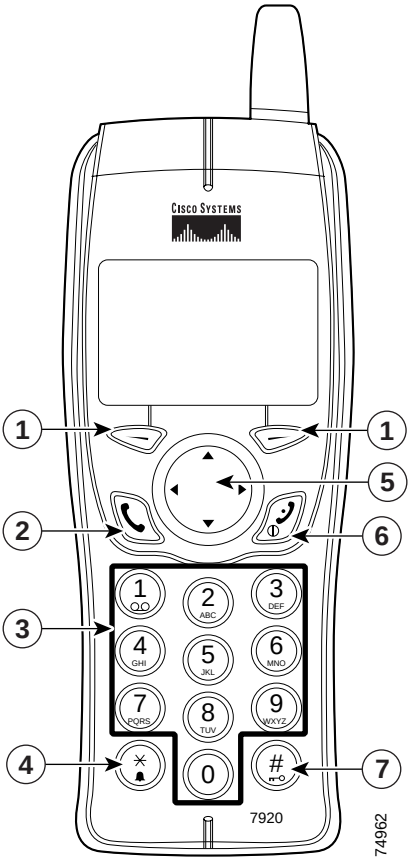
Overview of the Cisco Wireless IP Phone 7920

The Cisco Wireless IP Phone 7920 provides the following features:

- Wireless access to your corporate phone extension and phone services
- Multiline appearances
- Up to eight speed dial hot keys
- Caller ID for incoming calls
- Call handling features such as forward, transfer, hold, call park, conference, call pickup, and group pickup
- Softkey access to menus and your personal phone book
- Choice of profiles for personal use

Figure 2-1 on page 16 shows the Cisco Wireless IP Phone 7920. The callout table describes the functions of the keys on the phone.

Figure 2-1 Cisco Wireless IP Phone 7920



1	or	Left and right softkeys—Activates the item in the label above the softkey.
2		Answer/Send (green) key—Answers a call or dials a number.
3		Number keys (0-9)—Use these to enter numbers and characters. Number keys (2-9)—Use these to activate Speed Dial hot keys.
4		Asterisk (*) key—Toggles between ring and vibrate mode. Toggles between upper and lower case. See the “Entering and Editing Text” section on page 25.
5		Arrow key—Moves from one function to another. This guide uses these directional arrows ▲, ▼, ◀, or ▶.
6		Power/End (red) key—Turns the phone on or off, silences a ringing call, or ends a connected call. See the “Answering and Ending Calls” section on page 29.
7		Pound (#) key—Toggles between locking and unlocking the keypad. Allows you to access special characters when you are entering text.

Powering On the Phone

To turn the phone on, press and hold the key for two to three seconds. The phone authenticates, then associates with a wireless access point, and connects to the IP telephony network. In a Cisco Light Extensible Authentication Protocol (LEAP) environment, you might have to set the LEAP password. See the "Setting the LEAP Username and Password" section on page 24 for more information.

After connecting to the network, the phone displays the main screen, as shown in Figure 2-2. The phone is in standby mode and is ready to place or receive calls. The signal icon in the upper right corner shows the strength of the signal between the access point and your phone. Your phone must have an adequate signal before you can place or receive calls. The icon displays six vertical bars for a strong signal. If the icon displays fewer than three bars, the signal is weak.

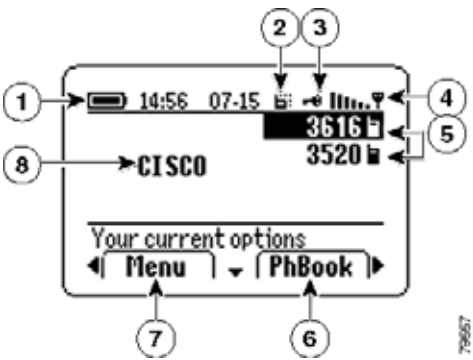
Tips

- When the phone receives a weak signal, the phone displays this warning message, "Weak signal detected" and sends a warning tone or vibration as specified in your active profile. See the "Configuring Profiles" section on page 55 for more information.
- To secure your phone, you can activate a phone lock password. See the "Changing Phone Access Settings" section on page 62 for more information.

Main Screen and Display Indicators

Figure 2-2 shows the icons that display in the main screen in standby mode.

Figure 2-2 Main Screen



1	Battery icon—Shows level of charge in battery
2	Vibration icon—Indicates vibration mode
3	Key lock icon—Indicates keypad is locked
4	Signal icon—Shows degree of signal strength
5	Extension numbers—Identify each phone line
6	Right softkey label—Displays the idle softkey (*PhBook*) or, during a call, displays a feature
7	Left softkey label—Displays *Menu* or a feature option during a call
8	Welcome message—Shows modifiable message

Shortcut Keys for Phone Functions

The phone keypad provides the following shortcuts to frequently used functions.

Shortcut Key	Function	Notes
	Locks or unlocks the phone keypad	Press and hold the key. The icon displays at the top of the Main screen. Press and hold the key to toggle key lock off. The screen displays the “Keylock Off?” prompt, then press **OK**. The icon disappears.
	Toggles between ringing and vibrating mode	Press and hold the key. The screen displays “Vibration On” and the icon appears at the top. The phone does not ring in vibrating mode. To switch back to the ring mode, press and hold the key. The screen displays “Vibration Off,” and the icon disappears. The default setting is “ring mode.”

Shortcut Key	Function	Notes
1	Accesses voice messaging	Press and release the 1 key. The phone connects to your voice messaging system.
▲	Accesses the speaker volume adjustment	Press and release the ▲ arrow on the navigation key to access the speaker volume adjustment screen. Increase the volume by pressing ▶ or decrease the volume by pressing ◀.
2 **2–9**	Activates the speed dial number	Press and hold one of the numeric keys (2–9) for the speed dial number that you want to use.

Tips

- To make the phone vibrate and ring, use the Profiles menu. See the "Options for Profile Settings" section on page 54 for information.
- To access the volume adjustment when you are on line 2, you must press ▲ twice.

Related Topics

- Playing Voice Messages, page 49
- Adjusting the Speaker Volume, page 30
- Configuring Speed Dial Hot Keys, page 45

Document Conventions

To simplify the instructions for using phone features and for changing phone settings, this guide uses the following conventions and terms.

Action Keys	Navigation Instructions in This Guide
Using or softkeys with labels	When you must press the softkey for a menu, feature, or action label, this guide states: Press (softkey label). Example: Press **PhBook**
Using the ◀ or ▶ arrows	To move left or right between menu tabs or softkey labels, this guide states: Use ◀ or ▶ to switch to (item name). Example: Use ◀ or ▶ to switch to the **Directory**
Using the ▲ or ▼ arrows	To move up or down between menu options or list items, this guide states: Scroll to (item name). Example: Scroll to **Speed Dial**
Using the "Select" softkey	When you must press the "Select" softkey to use a menu option or item that you have highlighted, this guide states: Select (item name). Example: Select **Speed Dial**
Using menus and options	To advance through several menu options, the guide states: Choose Menu > (menu option) > (menu option) Example: Choose **Menu > Directory > Phone Book > Speed Dial**

Using the Phone Menus

The phone menus provide access to phone features and settings. When you press **Menu**, the name of the first menu displays on your phone screen with a set of overlapping tabs for the other phone menus.

To access a specific menu, press ◀ or ▶ until you see the desired menu name, such as Directory. Press **Select** (by using). Use ▲ or ▼ to scroll between the menu options.

To choose a menu option, such as Speed Dial in the Directory menu, scroll to **Speed Dial** and press **Select.**

This table lists reference information for the phone menus.

Menu	Section in Phone Guide
Directory	"Using the Phone Book and Speed Dial Features" section on page 41.
Messages	"Playing Voice Messages" section on page 49.
Call History	"Viewing and Placing Calls from the Call History Menu" section on page 50.
Profiles	"Using and Changing Profiles" section on page 53.
Services	This menu is not available.

Menu	Section in Phone Guide
Phone Settings	"Customizing Phone Settings and Viewing Phone Status" section on page 59.
Network Config	"Setting the LEAP Username and Password" section on page 24. Your system administrator can provide you with information about network configuration settings.

Setting the LEAP Username and Password

When powering on your phone for the first time, you might need to set your LEAP user name and password. Your administrator can provide LEAP information.

You must access the Network Configuration menu and navigate to the 802.11b Configuration options. Use the following steps to set your username and password.

Setting the Username or Password

1. Press **Menu**, then press ◀ or ▶ until you see the Network Config menu, and press **Select**.
2. Scroll to **802.11b Configuration** and press **Select**.
3. Scroll to **LEAP** and press **Select.**

4. Scroll to **Username** or **Password** and press **Select**.
5. Press **Edit** and enter your username or password. See the "Entering and Editing Text" section on page 25, for assistance.

Note The LEAP password entry can be up to 32 characters.

6. Press **OK** to confirm the changes, then press **Back** several times to return to the main screen.

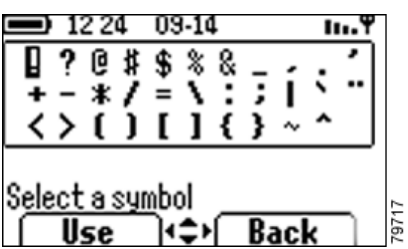
Entering and Editing Text

You can enter characters, numbers, and special characters for passwords and phone book entries. When you press a numeric key on the keypad, each press moves to another character choice.

If you want to...	Then...
Enter characters	Press the numeric key once to enter the first character. Press it twice to enter the second character or press it three times to enter the third character.
Enter numbers	Press the numeric key four times to enter the number.

If you want to...	Then...
Delete the last character	Press **Clear** once to delete the last character or number in the string.
Delete the entire string	Press and hold **Clear** to delete the entire text or number string.
Use upper case characters	Press * to switch between uppercase and lowercase. ABC or abc appears on the right corner of the screen to indicate the case.
Enter a space	Press ▶ or ▼ to enter a space between characters.
Enter special characters and symbols	Press #. Doing so displays the symbol table, as shown in Figure 2-3. Use ▲, ▼, ◀, or ▶ to select the desired symbol . Press **Use** to insert the symbol into text.
Cancel editing mode	Press **Back** as needed to return to the menu option or main screen.

Figure 2-3 Symbol Table



CHAPTER

3

Basic Call Handling

Basic call-handling tasks such as placing, answering, transferring, and conferencing calls are available to most phone users.

Placing Calls

If you want to...	Then...
Dial a phone number	Enter the phone number using the numerical keys.
Delete the last digit dialed	Press **Clear** to delete the last dialed digit. To delete the entire dialed number, press and hold **Clear**.
Place the call	After dialing, press (green key) to place your call.
Place the call on a secondary line	Before or after dialing the number, press ▼ to change to another line and press to make the call.
Redial the last dialed number	Press ◀ to switch to **Redial,** then press **Redial** to make the call.

If you want to...	Then...
Redial a number from the list of previously placed calls	Press to display the list. Scroll to the desired phone number and press to make the call. The previously placed calls list contains 10 records.
Dial a phone number from your phone book	Press **PhBook** and scroll to the desired entry. Press to dial the number. See the "Using the Phone Book" section on page 41 for more information.
Speed dial a phone number using a Speed Dial hot key	Press and hold 2 abc (2-9) for the Speed Dial number that you want to use. The phone displays and dials the number stored for that hot key. See the "Configuring Speed Dial Hot Keys" section on page 45.
Place a call when another call is active	Press **Hold** to hold the active call, then press ◀ or ▶ to switch to **New Call** and press it. Dial, redial, or speed dial a number.

Tips

- If you make a mistake while entering a phone number, press **Clear** to erase one or more digits.
- To redial the last number, you can also press two times.

Answering and Ending Calls

If you want to...	Then...
Answer a call	Press and release (green key) to connect to the incoming call.
Silence the ring for an incoming call	Press (red key) to silence the ringing. The call continues silently, then forwards to the no answer target, such as voice messaging or another phone.
End the call	Choose **EndCall** or (red key) to hang up.

Muting Calls

To turn off the microphone on your phone, you can use the Mute feature.

If you want to...	Then...
Mute the call	During a call, press **MuteOn**. The label changes to MuteOff.
Cancel the mute	Press **MuteOff**. The label changes to MuteOn.

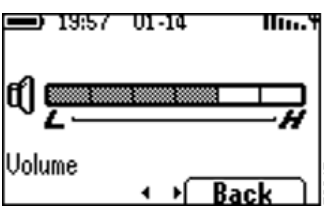
Adjusting the Speaker Volume

If you want to...	Then...
Change the volume during a call	Press ▲ to adjust the speaker volume for a call on line 1. Press ▲ twice for a call on line 2.
Change the volume for your calls	Press ◀ or ▶ until you see **Volume** and press it to start adjusting the speaker volume.
Adjust the volume	Increase the volume by pressing ▶ or decrease the volume by pressing ◀ as shown in Figure 3-1. Volume setting remains until you power off the phone.

Tip

To maintain the speaker volume adjustment after powering off the phone, see the “Change the speaker volume for the active profile” section on page 57.

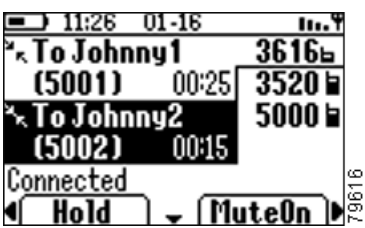
Figure 3-1 Adjusting the Speaker Volume



Placing Calls on Hold

You can have only one active call at a time, so you must place calls on hold while you answer another call.

If you want to...	Then...
Place a call on hold	During a connected call, press **Hold**. The label changes to Resume.
Resume a held call	Press **Resume** to reconnect to a holding call.
Choose between two connected calls	Scroll between different calls that are displayed on the screen. See Figure 3-1.



Tip

Avoid putting a conference call on Hold because activating Hold usually generates music.

Transferring Calls

You can transfer a connected caller to another party by using the Transfer feature. The *target* is the number that receives the transferred call.

If you want to...	Then...
Transfer a call without talking to the transfer recipient	During a call, press ◀ or ▶ to switch to **Trnsfer** and press it. Enter the target phone number. When you hear the call ringing, press ◀ or ▶, then press **Trnsfer** again to complete the transfer operation.
Talk to the transfer recipient before transferring the call	During a call, press ◀ or ▶ to switch to **Trnsfer** and press it. Enter the target phone number and wait for the call recipient to answer. If the recipient accepts the call, press ◀ or ▶ then press **Trnsfer** again. If the recipient refuses the call, press **Resume** to return to the original call.

Making Conference Calls

Conference calling allows from three to sixteen parties to participate simultaneously in a call. Your Cisco IP Phone supports several types of conference calls depending on your configuration. The softkeys identify which methods are available on your phone:

- **Confrn**—To establish standard conferences by calling each participant. Standard conference calling is available on most phones.
- **Meet-Me**—To host a conference requiring that participants call an established number at a specific time. Your system administrator must configure this special feature for you.

If you want to...	Then...
Set up a standard conference call by calling participants	During a call, press ◀ or ▶ to switch to Confrn. To add another party to the call, press **Confrn** (press ◀ or ▶ to find softkey) and enter the participant's phone number. After the call connects and you have spoken to the participant, press **Confrn** again to add the party to your conference call. Follow this procedure to add each participant to the conference call.

If you want to...	Then...
Drop the last participant added to the conference	During a conference call, press ◀ or ▶ to switch to **RmLstC** and press the softkey. You can only remove participants if you initiated the conference call.
End a standard conference call	Choose **EndCall** or to end the conference call.

Tip

The number of parties that you can add to a conference call is set by your system administrator.

Making Meet-Me Conference Calls

A Meet-Me conference allows participants to dial a Meet-Me conference number at a pre-determined time to join the conference call.

If you want to...	Then...
Establish a Meet-Me conference	Contact your system administrator for the Meet-Me conference number. Press ◀ or ▶ to switch to MeetMe. Press **MeetMe** and dial the Meet-Me conference number.

If you want to...	Then...
Connect to a Meet-Me conference call	Dial the Meet-Me conference number provided by the conference initiator. You are connected to the conference after the conference initiator has dialed in and established the conference.

Tips

- A Meet-Me conference call requires a special conference number that your system administrator preconfigures for this purpose.
- You do not need to press Confrn to connect to a Meet-Me conference call.

Forwarding Your Calls to Another Number

You can use the Call Forward All feature to redirect your calls to any phone number, although your system administrator might restrict call forwarding to phone numbers within your company.

If you want to...	Then...
Set up call forwarding on your primary line	Press ◀ or ▶ to switch to CFwdAll. Press **CFwdAll** and enter a target extension or phone number. The screen displays "Forwarded to (target number)."
Cancel call forwarding on your primary line	Press **CFwdAll**. The "Forwarded to" message disappears.
Set up or cancel call forwarding for any line	Log in to your IP Phone User Options web page and choose your Cisco 7920 device. Choose **Forward all calls...** from the main menu. You can set up or cancel call forwarding for each line on your phone. Refer to *Customizing Your Cisco IP Phone on the Web* for more information.

Tips

- Enter the Call Forward All target number exactly as you would dial it, including any access codes or area codes.
- You must configure call forwarding for each line on your phone.

CHAPTER

4

Using Advanced Call Features

Advanced call handling tasks require access to special features. Your system administrator might configure these features for your phone depending on your call-handling needs and work environment.

Parking and Retrieving Parked Calls

You can use the Call Park feature to store a connected call in the Cisco CallManager system, then you or a co-worker can retrieve the parked call from another phone in a conference room or in a co-worker's office.

If you want to...	Then...
Store an active call by using Call Park	During a call, press ◀ or ▶ to switch to **Park** and press the softkey. The system stores the call and displays the call park number. Note the call park number that you must use to retrieve the parked call.

If you want to...	Then...
Retrieve a parked call	From any phone in the Cisco CallManager system, dial the call park number to connect to the call.

Tips

- If the screen does not display a call park number, then the Call Park feature is not available for your phone.
- You have a limited amount of time to retrieve the parked call before it reverts to ringing at its original destination. See your system administrator for this time limit.

Redirecting a Ringing Call to Your Phone By Using Call PickUp

Call PickUp allows you to redirect a call that is ringing on a co-worker's phone to your own phone so you can answer it. Your system administrator can set up a Call Pickup group for extensions that share call handling responsibilities.

When you want to answer calls to phones that do not belong to your Call Pickup group, you need to have the call group pickup code. Your system administrator defines Call Pickup groups and group pickup codes.

If you want to...	Then...
Answer a call that is ringing on another phone within your Call Pickup group	Choose any available line on your phone and press ◀ or ▶ to switch to **PickUp** and press the softkey. Calls directed to the other phone extension will now ring on your phone.
Answer a call that is ringing on an extension outside your Pickup group	Choose any available line on your phone and press ◀ or ▶ to switch to GPickup. Press **GPickup** and dial the call group pickup code. Any call directed to the other Pickup group now rings on your phone. Obtain the call group pickup code from the system administrator.

Tip

If several calls come in when you activate Pickup or Group Pickup, the first unanswered call rings at your phone.

Understanding Shared Lines

Your system administrator might give you a “shared” line. Shared line features do not apply to standard, unshared lines. Typically, a shared line has two main uses:

- One person applies a shared line to multiple phones—For example, your shared line, 23456, applies to your wireless IP phone and to your office desktop phone. An incoming call to 23456 rings on your desk and on your wireless IP phone, and you can use either phone to answer the call.
- Multiple people share a line—For example, you are a manager who shares a line and extension number with your assistant. An incoming call to the extension rings on both of the phones.

If you want to...	Then...
See if a co-worker has an active call on the shared line	When the shared line is in use from another phone, "In Use Remotely" appears on the status line and the calling party ID appears next to the line number.
Add yourself to call in progress on a shared line	Select an in-use-remotely call on your screen and press **Barge**. The shared-line user hears a tone and "To Barge" displays on the screen. You will be disconnected from a barged call if the shared-line call is put on hold, transferred, or conferenced. You can only join a call that a desktop phone (with Barge enabled) initiates.
Move a call to another shared line	Place the shared-line call on hold. Press **Resume** on another phone with the shared line.

CHAPTER

5

Using the Phone Book and Speed Dial Features

Your Cisco Wireless IP Phone 7920 comes with a personal phone book feature. You can use the Directory menu to view phone book entries, to add or edit phone book entries, and to set up speed-dial numbers. You can access entries in your phone book by pressing the PhBook softkey.

Using the Phone Book

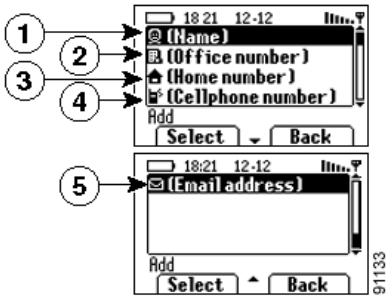
If you want to...	Then...
Browse the phone book to see a list of entries	Press **PhBook**. The phone displays entry names. If there are no phone book entries, “Empty” displays.
View an entry in the phone book	Scroll to the desired phone book entry and press **Detail**. The phone book entry item displays the name with the list of associated phone numbers.

If you want to...	Then...
Dial a number from the Phone Book	Press **PhBook** and scroll to an entry. Press to dial the number. The phone dials the first number in the phone book entry.
Dial a specific number from the Phone Book	Press **PhBook** and scroll to an entry. Press **Detail** and scroll to the desired phone number. Press to dial the number.
Edit an existing phone book entry	Press **PhBook** and scroll to an entry. Press **Detail** and scroll to the item in the entry to edit. See Figure 5-1. Press **Edit** and follow the instructions in the "Entering and Editing Text" section on page 25. When you have edited the entry, press **OK**, then press **Save**.

Adding or Changing Entries in the Phone Book

You can add a new phone book entry or change an existing entry by using the Directory menu. You must enter the phone number for each phone book entry exactly as you would dial the number. You can add the information as shown in Figure 5-1.

Figure 5-1 Phone Book Entry



1	Contact person's name
2	Office phone number entry
3	Home phone number entry
4	Cellular phone number entry
5	E-mail address entry

If you want to...	Then...
Browse the phone book entries	Press **Menu** and select **Directory**, then scroll to and select **Names** to see the entries.
View the information in a phone book entry	Scroll to a phone book entry and press **Detail**.

If you want to...	Then...
Add a new phone book entry	Choose **Menu** > **Directory** > **Add**. The screen displays as shown in Figure 5-1. Scroll to the entry item and press **Select**. Enter the name or phone number by following instructions in the "Entering and Editing Text" section on page 25. When you have finished the entry, press **OK,** then press **Save**. Press ◀ or ▶ to switch to **Back** and press the softkey twice to return to the Directory menu.
Edit an existing phone book entry	Choose **Menu** > **Directory** > **Names,** then scroll to an entry. Press **Detail** and scroll to the item to edit, such as Home number. Edit the item by following instructions in "Entering and Editing Text" section on page 25. When you have finished, press **OK**, then press **Save**. Press ◀ or ▶ to switch to **Back** and press the softkey twice to return to the Directory menu.

If you want to...	Then...
Erase a phone book entry	Choose **Menu** > **Directory** > **Names**, then scroll to an entry. Press ◀ or ▶ to switch to **Erase**. Press **Erase** and press **OK** to confirm that you want to erase the phone record. Press ◀ or ▶ to switch to **Back** and press the softkey twice to return to the Directory menu.

Tip

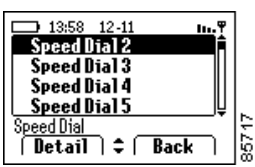
When adding external phone numbers, enter your external access number, such as 9, and the entire telephone number, including 1 and the area code.

Configuring Speed Dial Hot Keys

On the Cisco Wireless IP Phone 7920 keypad, the numeric keys (2-9) are hot keys that access speed-dial numbers.You can assign phone numbers to eight Speed Dial hot keys. The number 1 key is reserved for accessing the voice messaging system.

If you want to...	Then...
Access the Speed Dial menu	Press **Menu** and select **Directory**. Scroll to and select **Speed Dial**. The Speed Dial hot keys display as shown in Figure 5-2. Check marks appear when the Speed Dial number hot keys already have assigned phone numbers.
View the phone number assigned to the Speed Dial hot key	Choose **Menu > Directory > Speed Dial**. Scroll to the Speed Dial number hot key and press **Detail**. See Figure 5-2.

Figure 5-2 Speed Dial Menu



If you want to...	Then...
Assign a phone number to a Speed Dial hot key.	Choose **Menu** >**Directory > Speed Dial**. Scroll to an available Speed Dial number hot key and press **Detail**. Press **Edit** to enter the information. See the “Entering and Editing Text” section on page 25. Press **OK** to save the speed-dial number, then **Back** to exit the menu.
Change the phone number on a Speed Dial hot key	Choose **Menu** > **Directory > Speed Dial**. Scroll to a Speed Dial number and press **Detail**. Press **Edit** to change or clear an existing phone number. To confirm the change, press **OK,** then **Back** to exit the menu.

If you want to...	Then...
Add or change Speed Dial numbers on your screen	Log in to your IP Phone User Options web page and choose your Cisco 7920 device. Choose **Add/Update Your Speed Dials...** from the main menu. You can set up or change speed-dial numbers by entering the phone number and name on this web page. Refer to *Customizing Your Cisco IP Phone on the Web* for more information.

Tips

- Your screen displays the first few names for speed-dial numbers set up on the User Options web page.To make a call from your speed dial list, scroll to the name and press .
- You must enter the external phone number exactly as you would dial it, including an access code, such as 9, and the area code, if required.
- To make a call using Speed Dial, see the “Speed dial a phone number using a Speed Dial hot key” section on page 28.

CHAPTER

6

Using Voice Messaging and Call History Logs

The Cisco Wireless IP Phone 7920 main menu provides access to the voice messaging service and to call history logs.

Playing Voice Messages

When the phone displays, “You have voice mail,” you can access your messages by using the Messages menu or the shortcut key 1 oo.

If you want to...	Then...
Access and play your voice messages	Press **Menu**, then press ▶ to select **Messages**. Select **Voice Mail Box**. Enter your password and follow the voice instructions to listen to your messages.
Access your voice messages using the shortcut key.	While in standby mode, press and release 1, for immediate access. Enter your voice messaging password and follow the voice instructions to listen to your messages.

Tips

- For accurate and detailed information about using your voice messaging service, refer to the documentation for your voice messaging system.
- Your system administrator will provide a default password for your voice messaging service.

Viewing and Placing Calls from the Call History Menu

You can view a list of missed calls, received calls, and placed calls in the Call History logs. You can dial a number directly from one of the lists.

If you want to...	Then...
View a call that you missed	Press **Menu,** then press ▶ to select **Call History**. Scroll to and select **Missed Calls**. Scroll to the appropriate number, then press **Detail** to see information about the call.
Dial a number from the Missed Calls list	Select the number that you want to redial. Press **EditDial** to change the number, if necessary. Press to dial the number.
View a call that you received	Press **Menu** > **Call History**. Scroll to and select **Received Calls**. Scroll to the appropriate number, then press **Detail** to see information about the call.
Dial a number from the Received Calls list	Select the number that you want to redial. Press **EditDial** to change the number, if necessary. Press to dial the number.
View a call that you placed	Press **Menu** > **Call History**. Scroll to and select **Placed Calls**. Scroll to the appropriate number, then press **Detail** to see information about the call.

If you want to...	Then...
Dial a number from the Placed Calls list	Select the number that you want to redial. Press **EditDial** to change the number, if necessary. Press to dial the number.
Erase the Call History	Press **Menu** > **Call History**. Scroll to and select **Erase Call History**. Press **OK** to erase the entire call history. Or press **Cancel** to return to the Call History menu.

Tip

After you erase the call history, all logs in the Call History menu are empty.

CHAPTER

7

Using and Changing Profiles

The Cisco Wireless IP Phone 7920 comes with predefined profiles that allow you to quickly change rings and tones on your phone. You can choose between the following profiles for different work environments.

- Normal
- Silent
- Meeting
- Outdoors

For example, when you are working outside, choosing the Outdoors profile automatically increases the ring volume and speaker volume. When you choose the Meeting profile, the ring volume is decreased to the lowest level or you can choose the Silent profile and turn off the ringer.

The following table lists the default settings for the profiles.

Type of Settings	Profiles			
	Normal	Silent	Meeting	Outdoors
Ring Volume	4	0	1	6
Incoming Call Alert	On	Off	On	On
Vibrating Call Alert	Off	Off	Off	On
Keypad Tones	Off	Off	Off	On
Warning Style	Tone	Off	Off	Tone
Speaker Volume	3	3	3	5

Options for Profile Settings

You can choose a profile from the Profiles menu and use the default settings, or you can adjust the settings to meet your needs.

For example, you can choose the Normal profile and change the Warning Tone from Tone to Vibrate.

Table 7-1 shows the profile settings and the options that are available in the Profiles menu.

Table 7-1 Options for Changing Profile Settings

Profile Settings	Setting Options		
Activate	Select	Deselect	
Ring Volume	Up	Down	
Incoming Call Alert	On	Off	
Vibration Call Alert	On	Off	
Keypad Tones	On	Off	
Warning Style	Off	Tone	Vibration
Speaker Volume	Up	Down	

Configuring Profiles

You can activate a profile, then you can adjust the settings for the profile.

If you want to...	Then...
View the active profile	Press **Menu,** then press ▶ to switch to **Profiles** and press **Select**. The active profile has a check mark next to it.
Choose a different profile	Scroll to a different profile and press **Select** to access the settings for that profile. Select **Activate** to change the profile. The check mark appears next to the new profile.

If you want to...	Then...
Change the ring volume for the active profile	Choose **Menu** > **Profiles,** then select the active profile. Scroll to and select **Ring Volume**. Press ▶ to increase the volume or ◀ to decrease the volume. Press **Back** to make the change.
Change the incoming call alert for the active profile	Choose **Menu** > **Profiles,** then select the active profile. Scroll to and select **Incoming Call Alert**. Scroll to and select **Off** or **On** to control the incoming call alert function.
Change the vibrating call alert for the active profile	Choose **Menu** > **Profiles,** then select the active profile. Scroll to and select **Vibration Call Alert**. Scroll to and select **Off** or **On** to control the vibrating call alert function.
Change the keypad tone for the active profile	Choose **Menu** > **Profiles,** then select the active profile. Scroll to **Keypad Tone** and select it. Scroll to and select **Off** or **On** to control the keypad tone function.

If you want to...	Then...
Change the warning style for the active profile	Choose **Menu** > **Profiles,** then select the active profile. Scroll to **Warning Style** and select it. Scroll to one of the following: Tone—Makes a sound with warning messages. Vibration—Vibrates with warning messages. Off—Sends no warning messages. Press **Select** to change the warning style.
Change the speaker volume for the active profile	Choose **Menu** > **Profiles,** then select the active profile. Scroll to **Speaker Volume** and select it. Press ▶ to increase the volume or ◀ to decrease the volume. Press **Back** to make the change.

Tips

- If the phone detects a weak signal or a low battery, it displays warning messages and sends the warning tone or vibration.
- A check mark displays next to the active profile setting.
- To maintain the speaker volume setting after powering off the phone, change the volume in the active profile.

CHAPTER

8

Customizing Phone Settings and Viewing Phone Status

You can personalize your phone by adjusting phone settings such as ring tones and screen messages.

You can secure access to your phone by enabling the phone lock feature. After powering on the phone, you must enter a password before the phone can authenticate with the wireless network.

For troubleshooting phone problems with your system administrator, you might need to view information about the software configuration for your phone. See the “Viewing Phone Status” section on page 64 for this information.

Change Phone Settings

You can choose between several phone setting options for your Cisco Wireless IP Phone 7920 by using the Phone Settings menu.

Changing Ring Tone Settings

To access phone settings, press **Menu,** then press ◀ or ▶ to switch to the Phone Settings menu. Select **Phone Settings** and the list of phone setting options appear.

If you want to...	Then...
Change ring tones for your phone	Scroll to and select **Ring Tones**, then scroll to and select **Select Ring Tone**. Scroll to and select the desired ring tone. The chosen ring tone plays and a check appears next to it. You can choose among two default ring tones and one user downloaded ring tone.
Download a ring tone from Cisco CallManager	Scroll to and select **Ring Tones**, then select **Download Ring Tone**. Scroll to and select the desired ring tone from list. Press ◀ or ▶ until you see **Play** and press it to hear the selected ring tone. Press **Select** to download a ring tone to your phone. The ring tone appears in the list of ring tones for your phone.

Changing Phone Display Settings

Choose **Menu** > **Phone Settings** to change settings that control the phone screen and displayed information.

If you want to...	Then...
Choose the language that displays on the phone screen.	Scroll to and select **Language**, then scroll to and select the desired language. The displayed language immediately changes on the screen and a check mark displays next to the selected language.
Change the start up message on the phone screen	Scroll to and select **Greeting Message,** then press **Edit.** Enter a message up to 15 characters in length. See the "Entering and Editing Text" section on page 25. Press **OK** to save the change, then **Back** to return to Phone Settings.
Change the main phone screen message	Scroll to and select **Welcome Message**, then press **Edit**. Enter a message up to 10 characters in length. See the "Entering and Editing Text" section on page 25. Press **OK** to save the change and **Back** to return to Phone Settings.
Change the back light for the phone display	Scroll to and select **Backlight.** Scroll to **Off** or to **On** and press **Select**.

Changing Phone Access Settings

Choose **Menu** > **Phone Settings** menu to change these settings that control access to the phone and phone records.

If you want to...	Then...
Require the use of a password to unlock the phone when powering it on	Scroll to and select **Phone Lock**, then scroll to and select **On/Off**. Scroll to **Off** to disable the phone lock or **On** to require a phone lock password and press **Select**.
Change the phone lock password	Scroll to and select **Phone Lock**, then scroll to and select **Password**. Press **Edit** to enter the phone lock password (up to 10 numbers including * or #). Press **OK** to confirm the change and **Back** to return to Phone Settings. **Note** The default password is set to 12345.
Enable the USB port for phone configuration	Scroll to and select **USB Enable/Disable**. Scroll to **Enable** and press **Select**. The system administrator uses the USB port for configuring your phone.

If you want to...	Then...
Erase the local phone configuration and reset to factory default settings	Scroll to and select **Factory Default**. The "Restore to Default?" message displays. **Note** All customized phone settings will be erased including network settings. Press **OK** to reset the phone or **Cancel** to retain settings.

Tips

- If you enable the Phone Lock feature and have not changed the password, enter **12345** (default password) to unlock the phone.
- If you change the Phone Lock password and forget it, you must contact the system administrator to have the phone unlocked and reset. You will lose all your personal settings including your Phone Book entries.
- Be aware that restoring factory default settings erases your Speed Dial, Call History, and customized settings. The network settings are changed to defaults so your phone cannot access the network. Only Phone Book data is preserved.
- The system administrator uses the USB port only for phone configuration. When the phone is powered off, the USB port reverts to disabled.

Viewing Phone Status

For troubleshooting purposes, you might need to view the software, firmware, and hardware releases on your phone that are described in the table below.

If you want to...	Then...
View the Phone Status Options	Press **Menu** and press ◀ or ▶ to switch to the Phone Settings menu. Select **Phone Settings,** then select **Phone Status**.
View the current configuration filename	Scroll to and select **Current Config File** to see the number.
View network statistics	Scroll to and select **Network Statistics** to see your network connection time and other statistics.
View the firmware version number	Scroll to and select **Firmware Info**. Then scroll to and select **Firmware Version**.
View the board support package (Bsp) load ID	Scroll to and select **Firmware Info**. Scroll to and select **Bsp Load ID.**
View the boot load ID	Scroll to and select **Firmware Info**. Scroll to and select **Boot Load ID**.
View the hardware information	Scroll to and select **Hardware Info** to see the current Hardware release.

Cisco One-Year Limited Hardware Warranty Terms

There are special terms applicable to your hardware warranty and various services that you can use during the warranty period. Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com. Follow these steps to access and download the *Cisco Information Packet* and your warranty and license agreements from Cisco.com.

1. Launch your browser, and go to this URL:

   http://www.cisco.com/univercd/cc/td/doc/es_inpck/cetrans.htm

   The Warranties and License Agreements page appears.
2. To read the *Cisco Information Packet*, follow these steps:
   a. Click the **Information Packet Number** field, and make sure that the part number 78-5235-03A0 is highlighted.
   b. Select the language in which you would like to read the document.

c. Click **Go**.

   The Cisco Limited Warranty and Software License page from the Information Packet appears.

d. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

Note You must have Adobe Acrobat Reader to view and print PDF files. You can download the reader from Adobe's website: http://www.adobe.com

3. To read translated and localized warranty information about your product, follow these steps:

   a. Enter this part number in the Warranty Document Number field:

      78-10747-01C0

   b. Select the language in which you would like to view the document.

   c. Click **Go**.

   d. The Cisco warranty page appears.

   e. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

You can also contact the Cisco service and support website for assistance: http://www.cisco.com/public/Support_root.shtml.

Duration of Hardware Warranty

One (1) Year

Replacement, Repair, or Refund Policy for Hardware

Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of a Return Materials Authorization (RMA) request. Actual delivery times can vary, depending on the customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) Number

Contact the company from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the information below, and keep it for reference.

Company product purchased from	
Company telephone number	
Product model number	
Product serial number	
Maintenance contract number	